

# **CITY OF ATLANTA, GEORGIA CLASSIFICATION SPECIFICATION**

**Job Title: Vehicle For Hire Supervisor**

**Date: 1995**

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## **Purpose of Job**

The purpose of this job is to supervise and participate in the field enforcement of City ordinances relating to operations of vehicles for hire. Duties include, but are not limited to: supervising and training assigned personnel; reviewing reports, forms and citations for sound enforcement practices and accuracy; conducting inspections and checking for permits, licenses and inspection stickers; investigating customer complaints, preparing evidence; testifying at hearings; and maintaining and updating records for proper documentation.

## **Essential Duties and Responsibilities**

**The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

### **Work Delegation:**

- Supervises, directs and evaluates assigned staff, handling employee concerns and problems, directing work, counseling, disciplining and completing employee performance appraisals.
- Directs and administers work assignments of subordinate personnel engaged in vehicle for hire inspection and ordinance enforcement activities within the Police department; reviews and approves personal leave, sick and vacation.
- Enforces all city and state codes, ordinances, laws and regulations to ensure safe vehicle for hire operation.

### **Planning and Organizing:**

- Organizes, prioritizes and distributes work and shift assignments to subordinates; works to meet the goals and objectives of the department.
- Plans and prepares for and ensures that administrative hearing cases to be presented meet evidential standards; organizes evidence for hearings.
- Inventories supplies and equipment; orders and maintains sufficient amount to ensure adequate units are available to perform daily tasks.

### **Communication:**

- Notifies subordinates of work and hearing schedules.
- Presents impact analysis to superiors in policy development meetings.
- Responds to questions, complaints and requests for information by telephone, in person and by mail from visitors, vehicle for hire operators, customers, companies, the general public, employees, superiors, etc.
- Communicates effectively and coherently over law enforcement and police radio channels initiating and responding to radio communications.
- Answers the telephone; provides information, advice and guidance; may take and relay messages and/or direct calls to appropriate personnel; returns calls as necessary.

**Employee Development:**

- Develops, conducts and/or coordinates inspector training and safety program.
- Establishes goals for employees on a regular basis; guides and trains subordinates on vehicle for hire enforcement, operations, proper procedures and protocol of the department.
- Assigns tasks to subordinates which best suit employees' talents; shows best technique to accomplish tasks and provides technical assistance as needed.
- Reviews documents processed by subordinates to ensure accuracy; discusses errors which may arise and recommends method for corrective action.

**Administrative Duties:**

- Reviews and/or approves various reports, forms and requests, files and records including citations, offence reports, complaint forms, training, off-day and vacation requests, payroll and personnel documents, etc.
- Maintains current field and code manuals, policy and procedures, employee handbooks, various maps, etc., for reference and/or review.
- Represents supervisor and/or substitute for other supervisors and co-workers in temporary absence of same; performs flexible unit assignments as needed and other administrative tasks as assigned.
- Reads literature to stay abreast of activities and projects of external agencies; reviews various trade and professional journals and publications.
- Attends meetings, seminars and training sessions as required to remain knowledgeable of departmental and airport operations, to promote improved job performance and to stay current with changing state/municipal policies, procedures, codes and criminal/civil case law.

**Problem Identification and Solution:**

- Investigates complaints on inspectors by industry, customers or personnel; prepares documents on the resolution of charges.

- May conduct background investigations of vehicle for hire drivers wishing to appeal cases from court proceedings or on drivers returning from suspension to verify eligibility for reinstatement.

**Productivity and Accountability:**

- Participates in the field enforcement of the City ordinances regulating the operations of vehicles for hire; coordinates enforcement with police, industry companies, convention and hotel/motel personnel, etc.
- Conducts inspections of vehicles for hire to ensure compliance with operating requirements, cleanliness and condition of vehicles and safety standards; checks for vehicle for hire permits, inspection stickers and valid Georgia driver's license.
- Issues vehicle for hire permits and receipts; oversees collection of unpaid fines assessed against vehicle for hire drivers and/or companies.
- Reviews and approves carriage routes and monitors the treatment of carriage horses; reviews locations of taxi stands and installs and/or removes stand according to need, traffic, etc.
- Assesses the impact of operation objectives and tactics; develops, recommends and executes alternative enforcement and investigations strategies as needed.
- Testifies at hearings; may enter recommendations of hearing officers into computer system.
- May test drivers wishing to enter vehicle for industry.

**Equipment Use and Maintenance:**

- Operates a computer, printer, etc., to enter, store and retrieve data, to prepare and produce reports, to compose routine correspondence, and to disseminate information to others on the system using knowledge of various software programs in an effective and efficient manner.
- Utilizes a photocopy machine to copy and a facsimile machine to transmit and receive correspondence, documents and reports.
- Uses a typewriter to complete forms, documents and to type routine correspondence; uses a calculator to compile and compute numbers for reports and statistics.
- Operates an enforcement vehicle, during day and/or night hours; inspects maintenance of vehicle prior to using and requests service and/or repairs as needed; operates police radio devices to communicate with central dispatch.

**Record Keeping and Documentation:**

- Prepares daily time sheet and activity reports, vehicle maintenance requests, vehicle inspection reports, court materials, appeals recommendations; documents citations; may compile impact analysis, statistical data, etc., for departmental reports and planning meetings.
- Composes, prepares and file routine correspondence, letters, memoranda and other documents; files and maintains operations records, reports, inventories and documents; completes maintenance requests for equipment needing service and/or repair.
- May compile and post driver test scores; may compose new vehicle for hire written test when the City ordinance is amended.

**Interpersonal Relations:**

- May serve as liaison between panel members and Vehicle For Hire Bureau to minimize dismissal of cases.
- Cooperates with federal, state, and local law enforcement agencies and its officers or representatives when their activities or investigations are related to on-going investigations being conducted by the Atlanta Police Department; works to achieve the highest level of cooperation and efficiency possible.

**Marginal Job Functions**

- Performs other related duties as required.

**Knowledge of Job**

Has considerable knowledge of the principles, practices and procedures of the City, Police Department and the various department operations and functions. Has considerable knowledge of vehicle for hire inspection criteria, local ordinances and law enforcement practices, policies and procedures as necessary in the completion of daily responsibilities. Is able to administer policies, procedures, plans and activities and to perform to established goals. Knows how to administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of the City. Is able to implement long-term goals for the department in order to promote effectiveness and efficiency. Has considerable knowledge of all applicable laws, ordinances, policies, standards and regulations pertaining to the specific duties and responsibilities of the job. Knows how to keep abreast of any changes in policy, methods, operations, equipment needs, etc. as they pertain to departmental operations and local law enforcement activities. Is able to effectively communicate and interact with subordinates, elected officials, management, employees, members of the general public and all other groups involved in the activities of the City as they relate to the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, management, human relations, and technical skills. Is able to use independent judgement and discretion in managing subordinates including the handling of emergency situations, determining and deciding upon procedures to be implemented, setting priorities, maintaining standards, and resolving problems. Has the ability to comprehend, interpret, and apply regulations, procedures, and related

information. Has comprehensive knowledge of the terminology, principles and methods utilized within the department. Has the mathematical ability to handle required calculations using statistical calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret administrative and management reports and related materials.

### **Minimum Training and Experience Required to Perform Essential Job Functions**

High school diploma or GED required; two years experience as a Vehicle for Hire Inspector or related experience required; or any equivalent combination of education, training, and experience which provides the necessary knowledge, skills, and abilities for this job. Must possess a valid Georgia Driver's License. Must be eligible to become a Special Police Officer.

### **(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**PHYSICAL REQUIREMENTS:** Must be physically able to operate a variety of job related machines and office equipment. Must be able to move or carry related objects or materials. Physical demand requirements are at levels of those for active work.

**DATA CONCEPTION:** Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**INTERPERSONAL COMMUNICATION:** Requires the ability to communicate with people to convey or exchange professional information.

**LANGUAGE ABILITY:** May require the ability to read a variety of professional, technical and administrative documentation, directions, instructions, methods and procedures. May be required to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

**INTELLIGENCE:** Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

**NUMERICAL APTITUDE:** May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

**FORM/SPATIAL APTITUDE:** Requires the ability to inspect items for proper length, width, and shape.

**MOTOR COORDINATION:** Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

**COLOR DISCRIMINATION:** May require the ability to differentiate colors and shades of color.

**INTERPERSONAL TEMPERAMENT:** Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.